



**To:** Councilmember Kshama Sawant, Human Services, Equitable Development & Renter Rights Committee Chair

**From:** Fred Podesta, Department of Finance and Administrative Services, and Jason Johnson, Human Services Department

**Subject:** Q2 Response to SLI 242-1-A-1

**Date:** August 10<sup>th</sup>, 2018

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Per SLI 242-1-A-1: "FAS Reporting on Navigation Team pursuant to City Auditor reporting plan recommendations," this set of reports is the second quarter installment of responses to the following checkpoints laid out in the City Auditor's "Reporting Plan for the Navigation Team":

- 2.1: Assessment of opportunities for early-outreach intervention
- 2.2: Assessment of opportunities for prioritizing hygiene
- 2.3: Assessment of strategies to prevent trash accumulation
- 3.5: Development of stronger evaluation plan
- 3.6: Plan for unsheltered individuals to be meaningfully involved in Navigation Team evaluation

Thank you for your consideration and please let us know if you have questions or concerns on any of this content.

Sincerely,

A handwritten signature in blue ink that appears to read "Fred Podesta".

**Fred Podesta**  
Department of Finance and Administrative Services

A handwritten signature in black ink that appears to read "Jason Johnson".

**Jason Johnson**  
Human Services Department

A handwritten signature in black ink that appears to read "Mami Hara".

**Mami Hara**  
Seattle Public Utilities

## Checkpoint 2.1: Assessment of Opportunities for Early-Outreach Intervention

***City Auditor Description of 2.1: Assess the feasibility of the City pursuing early-outreach intervention. Consider examples from other jurisdictions (e.g. HOME-STAT, Pop-ups, No Second Night Out.)***

### **Background:**

Outreach is a critical intervention for people living unsheltered who struggle to access traditional services and supports to help end their homelessness. For persons who have had negative interactions with the shelter system, suffer from mental illness or have other barriers that keep them from entering the shelter system, outreach is the link they need to connect to other housing options.

Traditionally, efforts to address the needs of people living unsheltered have for decades centered around providing crisis response services such as shelter and day center services as the primary tool to bring people inside. This often meant waiting for people to find these programs. Once in shelter, case managers would work to access permanent housing only for the most ill individuals. In the past, shelters were only able to accommodate people who could follow the rules, were not in a couple, did not have pets and had few possessions.

With increased emphasis on ending homelessness over the last 15 years, shifts have emerged to better engage with people who do not immediately seek out shelter or have long histories of homelessness who are not interested in traditional shelter options.

The Seattle Human Service Department (HSD) and other King County partners have been focused on increasing funding for permanent housing and creating additional shelter with enhanced services. However, there are many factors that are contributing to the growing numbers of homeless residents and the lack of moving people through the shelter system to housing, including increasing costs of living in our region. This is resulting in growing numbers of people being unable or unwilling to access services.

In response to growing demand to connect people with spaces inside, the City began increasing funds for street-based outreach services in 2013. In the past five years, investments in this area have increased substantially to meet the growing number of people sleeping unsheltered in the last several years. In 2014, outreach funding contracted out was \$1,051,327 compared to \$2,862,348 in 2018, based on internal review of HSD contract awards. This has been paired with

increasing both the number and the availability of inside spaces to meet the needs of people living unsheltered.

Seattle providers conduct assertive outreach by connecting with people living unsheltered in a variety of situations. Assertive outreach requires meeting people where they are and in whatever condition they present to develop relationships and understand individual needs.

### **City of Seattle Early Intervention Efforts:**

#### **Outreach**

The City of Seattle has increased investments in outreach services to deepen engagements with people living unsheltered who had previously been deemed service resistant. Increasing targeted outreach to people living in encampments throughout the city has been a core focus of our efforts in the past three years. Targeted outreach coupled with increased emphasis on creating safer spaces, such as the Navigation Center, increased enhanced shelter options, and additional tiny villages have all increased the acceptance of referrals to safer housing from encampments from 3 percent in 2016 to a 36 percent referral acceptance rate under the guidance of the Navigation Team in 2017.

Current providers include:

PROVIDER	POPULATION
YouthCare	Youth, young adults
Seattle Indian Center	Native populations primarily
NeighborCare Health	Adults primarily
Mary's Place	Families
Seattle Indian Health Board	Native populations primarily
Urban League	African American populations primarily
New Horizons Ministries	Youth, young adults
Public defender Association - LEAD	Adults involved in criminal Justice system
Downtown Emergency Service Center- HOST	Adults with mental illness
Evergreen Treatment Services - REACH	Adults

#### **Diversion**

The City of Seattle implemented nearly \$2 million in diversion funding through the 2017 Homeless Investments RFP to support people who are literally homeless in bypassing shelter and moving directly to housing with one-time assistance. It is anticipated that of the households served in 2018, 846 will be housed successfully through diversion assistance.

Diversion funding allows providers to work closely with clients to identify creative solutions to connect them back to housing. Examples of solutions include: back debt repayment, landlord mediation, re-uniting with a family member, and help with move-in costs. Increased diversion efforts have shown promising results in the first quarter of 2018—HSD reports moving 19 percent more people into housing during the first quarter of 2018 compared to the previous year, netting a success rate of 80.5 percent through diversion programs. More information can be [found here](#).

Current Diversion Providers Include:

PROVIDER	POPULATION
CCS	Families & Singles
DESC	Singles
Interim CDA	Families & Singles
Mary's Place	Families
New Horizons	YYA
SIHB/Chief Seattle Club/Mother Nation	Families & Singles
YWCA	Families & Singles

### Opportunities for Improvement:

Currently, the Navigation Team engages primarily with individuals who have lived in unsanctioned encampments for an extended period of time. Nonetheless, the team often encounters those who are in the initial stages of their homelessness. As currently configured, the Navigation Team has these current challenges in appropriately addressing the needs of these 'newly homeless' individuals:

1. Inconsistency in collecting and tracking data related to length of time homeless.
2. Lack of access to funding to rapidly rehouse those who are newly homeless, do not have significant barriers to housing, and could function in housing that is unsupported.

An evaluation of the current challenges faced by those who are newly homeless and reside in unsanctioned encampments has highlighted the need to create or maintain self-selected community, implement harm reduction strategies for persons at all stages of substance use, address the complex behavioral challenges associated with street-based lifestyles (anti-social, survival behaviors), and address the ramifications that long term homelessness has on successful housing outcomes. In order to address these challenges in a person-centered and timely manner, there are key items that should be enhanced or implemented:

- Enhance data collection practices to create a history and duration of homelessness for all individuals encountered in the field. Increase opportunities for shared resources such

as diversion and rapid re-housing assistance to increase speed and resources to transition people to more stable housing options.

- Increase skills and training for outreach staff to provide robust and trauma-informed mental health and substance use disorder services.
- Increase partnerships with community-based organizations that provide employment training, education and culturally-based support services to improve client outcomes for housing retention.
- Increase skillset of the Navigation team to include stronger relationships with individuals with lived experience as peer supports.

The Navigation Team model and configuration is well-suited to incorporate these identified enhancements and will continue to assess and implement these improvements as the team has capacity to do so.

## Checkpoint 2.2 – Assessment of Opportunities for Prioritizing Hygiene

***City Auditor Description of 2.2:*** *Assess opportunities for improved access to hygiene to reduce the risk of environmental hazards or communicable diseases.*

### **Citywide Hygiene Services:**

The City of Seattle funds and/or operates a variety of spaces in which people experiencing homelessness can address personal hygiene needs. These spaces include non-profit day and hygiene centers, 24/7 shelters or enhanced shelters, libraries and park facilities (see *Attachment A* for details).

In addition to homeless-specific programs, the City supports:

- 117 restrooms which are available to all members of the public
- 5 portable toilets placed near public transportation stops that are available 24/7
- 27 public libraries (Districts 1-7)
- 85 City parks (Districts 1-7)
- 13 shower locations in community pools with special hours designated for persons who are homeless in addition to regular operating hours.

The Human Services Department (HSD) has supported the development of several tools to help increase public awareness of hygiene options. HSD created a public [map](#) that shows where these facilities are located, hours of operations and services provided. HSD funded Real Change to develop and distribute the [Emerald City Resource Guide](#), with thousands of resources including hygiene services. Lastly, HSD funded operations at 2-1-1 to provide resources and referral information for community members throughout Seattle and King County.

### **Focus on Communicable Disease Prevention:**

Seattle/King County Public Health identified the potential for the spread of disease following the Hepatitis A outbreak along the California coast in 2017. As a result of potential disease spread, a team was mobilized to deliver Hepatitis A vaccines to people living unsheltered via the mobile medical van in locations throughout the city. The Mobile Medical team, Healthcare for the Homeless, and outreach teams also mobilized to provide hand washing kits and clean needles for clients, and provided education on the transmission of Hepatitis A. Because the Navigation Team is focused on serving people living in areas where conditions of living are most inhuman, and could negatively impact public health and safety, emphasis was placed on addressing health and safety with this population immediately.

HSD staff also worked closely with all the managed tiny house villages to ensure clients had access to vaccinations, and that all hand washing stations and toileting areas were cleaned

regularly. Residents in these locations had been referred (generally) by the Navigation Team from encampments throughout the city. Because of this, encampment residents were most at risk for contracting or spreading Hepatitis A. HSD staff worked closely with tiny house village operators to inspect sites and ensure toilets and handwashing stations were fully operational, clean and stocked with supplies.

To date, there has not been an outbreak-type spread of communicable disease among the general homeless population in the Seattle region. Seattle continues to work closely with our partners at Public Health monthly to assess current efforts, identify potential outbreaks and quickly intervene as needed.

Link to materials developed by Public Health of Seattle/King County;

<https://kingcounty.gov/depts/health/locations/homeless-health/healthcare-for-the-homeless.aspx>

## Checkpoint 2.3: Assessment of Strategies to Prevent Trash Accumulation

***City Auditor Description of 2.3:*** *Provide an assessment of new and revised strategies to prevent trash accumulation (e.g. SPU encampment trash pilot, street-side donations coordination, opportunistic illegal dumping prevention, etc.)*

To reduce litter and illegal dumping associated with unsanctioned homeless encampments in neighborhoods, Seattle Public Utilities (SPU) is leading a multi-department encampment trash cleaning pilot. SPU works closely with the Navigation Team to clean up unsanctioned encampment trash. While the Navigation Team provides primary clean-up response to unsanctioned encampments with scheduled and notice of removals through its Navigation Team, SPU removes garbage proactively without disturbing encampment sites, supplementing the primary Navigation Team outreach and removal activities.

In 2016, the encampment trash pilots began to identify effective service options for garbage collection at unsanctioned homeless encampments. The pilots included garbage container services, garbage bag distribution and collection, need-based on-call trash collection, loose debris and bulky item collection, and on-site hypodermic needle collection. The utility expanded encampment trash collection to 10 locations in 2017 and all locations are serviced weekly up until the encampment has been removed under City guidelines or SPU deems the project completed. Sites are assessed based on program capacity, and SPU works in coordination with Navigation Team field coordinators, Seattle Police Department (SPD), outreach partners, and community stakeholders to provide revised coordination strategies to prevent and remove trash stemming from unsanctioned encampments.

For a prospective encampment to receive trash service, it must be safe; provide outreach staff access to engage encampment residents; provide clear separation of garbage and personal belongings; place trash for collection 20 feet from the encampment and on a public right-of-way. Also, the site may not be scheduled for an encampment removal.

The encampment trash pilot is monitored and evaluated via weekly assessments and data including number of pounds of garbage collected, trash bags distributed, and number of persons engaged. From January 2017 to July 2018, SPU serviced 28 unsanctioned encampments, distributed 18,545 trash bags with 4,821 bags returned. That 26 percent return rate is a significant indicator of the program's growth potential and means about 292 tons of trash -- the equivalent of 10 long dump trucks -- is removed from Seattle's neighborhoods. Evidence suggest that locations at which bag pilot is delivered the accumulation of trash volumes are lower. The lower accumulation of trash diminishes the health risk which enables encampments to operate for longer periods of time. However, the experience of the program is that encampments receiving service are eventually removed by the Navigation Team because

of waste accumulation or other prioritization factors, or service is suspended because of lack of participation by encampment residents or servicing the site becomes hazardous for staff. In other words, the trash pilot does not make unauthorized encampments viable living arrangements in the long term.

In addition to encampment trash collection, SPU has several additional programs to address litter and needles in the City (see *Attachment B*) which complement the efforts of the Navigation Team. SPU lacks meaningful data in relation to opportunistic illegal dumping or donation increases in proximity to existing encampments. SPU will partner with the Navigation Team to apply a special analysis measuring the increase in illegal dumping adjacent to encampments. The utility is also exploring potential tools and technology to aid in deterring opportunistic illegal dumping, other municipalities have utilized camera enforcement to deter illegal dumping in areas that have routine infractions. The use of this technology for illegal dumping would need to be more fully vetted to understand the implications related to the City's adopted privacy policies.

## **Checkpoints 3.5 and 3.6: Development of Stronger Evaluation Plan / Plan for Unsheltered Individuals to be Meaningfully Involved in Navigation Team Evaluation**

***City Auditor Description of 3.5:*** *Develop a plan for strengthening the evaluation of the Navigation Team.*

***City Auditor Description of 3.6:*** *Develop a plan for unsheltered individuals to be meaningfully involved in Navigation Team evaluation. Consider applying the principles of empowerment evaluation.*

### **Background:**

The City Auditor identified several possibilities the City might want to consider for strengthening its evaluation of the Navigation Team, including the involvement of unsheltered individuals.

### **Transition of Data and Evaluation Support to the Human Services Department**

The Navigation Team data and evaluation support has been transitioned to the Human Services Department (HSD) Data, Performance, and Evaluation Team (DPE) as of July 2018. This team includes expertise and resources for support in reviewing all aspects of how data interacts with programming, including but not limited to: data collection, data storage, reporting, setting performance metrics, and evaluation. Additionally, this team will ensure unsheltered individuals are included in evaluation of programs.

Given this recent transition, DPE has completed its investigation of the Navigation Team current data and evaluation status and has outlined steps below that will result in improved collection and analysis of data to best evaluate whether the Navigation Team achieves its intended outcomes.

Completion of these steps will result in baseline data collection starting in January 2019.

### **Step 1: Update the Navigation Team *Results Based Accountability™ (RBA) Theory of Change***

As with all strategic planning, a year of experience with programming and reporting allows for robust conversations in revisiting the Results-Based Accountability™ Theory of Change to ensure alignment with the desired results and measures of success. An updated *Theory of Change* following the Results Based Accountability™ framework will ensure sustainability in working towards one goal, leading with race, and with multi-faceted accountability for each component of the team. Each entity will include performance following the RBA framework and include a Quantity: How much did you do? Quality: How well did you do it? and Impact: How

are people better off? This includes well-documented program policy around data processes and reporting to ensure program effectiveness can be reviewed on a regular basis.

DPE completed multiple convenings of REACH, SPD, and FAS to discuss the RBA Theory of Change and discuss lessons learned and opportunities for improvement. An updated RBA Theory of Change is almost complete and will be available by fall of 2018 to be implemented for baseline data collection to happen January of 2019.

### **Step 2: Update Performance Measures to Promote Accountability**

Through the DPE team's data investigation and RBA *Theory of Change* work, the team identified performance measures to better promote accountability through continued regular reporting. These updated performance measures will clearly identify which component of the Navigation Team is accountable for which measures to ensure the desired result is being met. For example, ensuring people living unsheltered find immediate shelter that fits their needs is a measure for the Seattle Police Department (SPD) and REACH outreach efforts. FAS's success is measured through ensuring site clean-ups are completed as scheduled and public health and safety hazards are eliminated.

Data and business processes will be improved to answer questions about impact more efficiently, including having one data tracking solution using more recent technology, as well as improved data collection and reporting business processes supported by the expertise of DPE. These improvements will allow for reporting to be more comprehensive and agile.

### **Step 3: Include Unsheltered Individuals in Navigation Team Evaluation**

Inclusion of unsheltered individuals' voices in the Navigation Team evaluation is a key component and aligns well with the Human Services Department's community engagement plan to better collaborate with those who have experienced or are currently experiencing homelessness. The engagement needs to include components of equity, inclusion, power-sharing, relational, and asset-based approach. One important factor is to understand how those who have experienced or are currently experiencing homelessness would define Navigation Team success. One option being explored is the possibility of engaging in conversation with some of those removed from unsanctioned encampments to better understand their experiences and how engagement might be improved.

There are multiple ways HSD is making strategic plans to include the voices of those who have experienced or are currently experiencing homelessness in program planning and evaluations. This plan includes the ability to do outreach and engagement with the unsheltered population for, not only the Navigation Team work but also the broader homeless system, programming and evaluation. Currently HSD is working with a contracted trainer to learn how to use techniques such as focus groups, surveys, and key informant interviews to use in supporting programming and evaluation. A focus in using these skills to engage with the unsheltered

population with conversations about homelessness systems include the Navigation Team work and learnings can be directly applicable.

### **Potential for Outside Evaluation**

As mentioned by the City Auditor, there are multiple options for additional evaluation for the Navigation Team. Many of the rigorous academic evaluation options suggested by the City Auditor would incur a high cost and are only utilized after a program has been through a few years of practice.

### **Conclusion**

There are multiple actions currently taking place to support a stronger evaluation plan for the Navigation Team that will be available in fall of 2018 and be ready to implement in January 2019 for baseline data collection. This includes movement of data responsibilities to the Human Services Department's Data, Performance, and Evaluation Team and updating the *Theory of Change* to clearly articulate performance measures following the Results Based Accountability™ framework. These combined early efforts allow for added capacity, expertise, and resources available to continue measuring the effectiveness and make continued improvements based on data. In addition, the inclusion of unsheltered individuals will be combined with all future evaluation plans.

## A. Hygiene Services Funded through RFP

Agency	Address	Hygiene Services Offered	District(s) Served	Population Focus	Drop-in Services Offered	Hours of Operation
Catholic Housing Services	118 Bell St, Seattle, WA 98121	Showers/Laundry/Restrooms	7	Single Females	No	24/7
YouthCare	1828 Yale Ave, Seattle, WA 98101	Showers/Laundry/Restrooms	7	Youth/Young Adults	Yes	M, W, Th, F 3:30-7pm, Sat 11am-1pm
Seattle Indian Health Board	611 12th Ave S, Seattle, WA 98144	Showers/Laundry/Restrooms	7	Native American/Alaska Native, Single Males/Females, Couples, Families, Young Adults	Yes	daily 7am-2pm, holidays 7am-10am
LIHI	1924 9th Ave, Seattle, WA 98101	Showers/Laundry/Restrooms	7	Single Males/Females, Couples, Families, Youth/Young Adults	Yes	M-F 5:30-9:30pm; S-S 8a-3p
LIHI	2014 NW 57th St, Seattle, WA 98107	Showers/Laundry/Restrooms	6	Single Males/Females, Couples, Families, Youth/Young Adults	Yes	M-F 6:30am-2:30PM
PSKS	1609 19th Ave, Seattle, WA 98122	Showers/Laundry/Restrooms	3	Young Adults	Yes	Drop-in: M, T, W, F 12-3pm, Shelter 9:30pm-7:30am
YWCA	2820 East Cherry St, Seattle, WA 98122	Showers/Laundry/Restrooms	3	Families	No	24/7
YouthCare	1253 S Jackson St, Seattle, WA 98144	Showers/Laundry/Restrooms	3	Young Adults	Yes	Drop-in M-F 10am-1pm; Shelter 24/7
Catholic Community Services	1561 Alaskan Way S, Seattle, WA 98134	Showers/Laundry/Restrooms	2	Single Males, Seniors	No	daily 6:30pm-7:30am
Salvation Army	600 4th Ave, Seattle, WA 98104	Restrooms	7	Single Males/Females, Couples, Young Adults	No	daily 7pm-7am
Compass	901 Rainier Ave S, Seattle, WA 98144	Showers/Laundry/Restrooms	3	Single Males/Females, Couples, Young Adults	Yes	M-Sat 9am-5:00pm
Catholic Community Services	232 Warren Ave N, Seattle, WA 98109	Showers/Laundry/Restrooms	7	Families	No	24/7
New Horizons	2709 3rd Avenue Seattle, WA 98121	Showers/Laundry/Restrooms	7	Youth/Young Adults	Yes	Drop-in: Sun-Th 7-9pm, Shelter Sun-Th 9:30pm-7:30am
Salvation Army	811 Maynard Ave S, Seattle, WA 98134	Showers/Laundry/Restrooms	2	Single Males/Females, Couples, Young Adults	No	24/7
Salvation Army	1101 Pike St, Seattle, WA 98101	Showers/Laundry/Restrooms	7	Single Females, Young Adults	No	24/7
Mary's Place	1155 N 130th St, Seattle, WA 98133	Showers/Laundry/Restrooms	5	Families	Yes	Drop-in M-F 7am-5pm
Solid Ground	2644 22nd Ave W, Seattle, WA 98199	Showers/Laundry/Restrooms	7	Families	No	24/7
YWCA	3800 S. Myrtle, Seattle, WA 98118	Showers/Laundry/Restrooms	2	Families	No	24/7
YouthCare	2500 NE 54th St, Seattle, WA 98105	Showers/Laundry/Restrooms	4	Youth	No	24/7
YouthCare	4516 15th Ave NE, Seattle, WA 98105	Showers/Laundry/Restrooms	4	Youth/Young Adults	Yes	M-F 8am-5pm, Sun 8am-noon
ROOTS	1415 NE 43rd, Seattle, WA 98105	Showers/Restrooms	4	Young Adults	No	daily 9pm-morning
YWCA	2030 3rd Ave, Seattle, WA 98121	Showers/Laundry/Restrooms	7	Single Females, Young Adults	Yes	daily 8am-8pm
YWCA	N/A	Showers/Laundry/Restrooms	any	Families	No	24/7
YouthCare	1828 Yale Ave, Seattle, WA 98101	Showers/Laundry/Restrooms	7	Young Adults	No	24/7
Compass	901 Rainier Ave S, Seattle, WA 98144	Showers/Laundry/Restrooms	3	Single Males/Females, Couples, Young Adults	No	daily 6pm-7:15am
Compass	DV provider - do not include address	Showers/Laundry/Restrooms	6	Single Females, Young Adults	No	daily 6pm-7am
DESC	157 Roy St, Seattle, WA 98109	Showers/Laundry/Restrooms	7	Single Males/Females, Couples, Young Adults	No	24/7

Compass	160 Denny Way, Seattle, WA 98109	Showers/Laundry/Restroom s	7	Single Males, Young Adults	No	daily 6:30pm-7am
Seattle Indian Center	1265 S Main St, Ste 105, Seattle, WA 98144	Showers/Laundry/Restroom s	3	Native American/Alaska Native, Single Males/Females, Couples, Families, Youth/Young Adults	Yes	M-F 10am-5pm
Catholic Community Services	416 2nd Ave Extension S, Seattle, WA 98104	Showers/Laundry/Restroom s	7	Single Males/Females, Couples	Yes	daily 1pm-6:30pm

**B. HYGIENE SERVICES - BRIDGE FUNDING**

Agency	Address	Hygiene Services Offered	District(s) Served	Population Focus	Drop-in Services Offered	Hours of Operation
LIHI	1415 NE 43rd St, Seattle, WA 98105	Showers/Laundry/Restroom s	4	Single Males/Females, Couples, Families, Youth/Young Adults	Yes	T-T 9am-6pm; F-9am-5:30PM
Elizabeth Gregory Home	1604 NE 50th St, Seattle, WA 98105	Showers/Laundry/Restroom s	4	Single Females, Young Adults	Yes	M-F 9:00am-5:00pm
Compass Housing Alliance	77 S. Washington St, Seattle, WA 98104	Showers/Laundry/Restroom s	7	Single Males/Females, Couples, Young Adults	Yes	Showers: M-F, 7am-2pm. Toilets: M-F, 7am-2:30pm. Laundry: M-F, 7am-12:45pm

**C. NON-COMPETED HYGIENE SERVICES**

Agency	Address	Hygiene Services Offered	District(s) Served	Population Focus	Drop-in Services Offered	Hours of Operation
LIHI	2826 NW Market Street, Seattle, WA 98107	Portable Toilets	Currently District 6, moving to District 4.	Single Males/Females, Couples, Families	No	24/7
LIHI	7544 Martin Luther King Jr. Way S, Seattle, WA 98118	Portable Toilets , Hygiene/Shower Trailer	2	Single Males/Females, Couples, Families	No	24/7
LIHI	1601 15th Ave. W., Seattle, WA 98119	Portable Toilets	7	Single Males/Females, Couples, Families	No	24/7
LIHI	8620 Aurora Ave. N. Seattle, WA 98103	Shower/Laundry/ Toilets and Portable Toilets	5	Single Males/Females, Couples	No	24/7
LIHI	1020 S. Myrtle Street, Seattle, WA 98108	Shower/Portable Toilets	2	Single Males/Females, Couples, Families	No	24/7
LIHI	9701 Myers Way S, Seattle, WA 98108	Portable Toilets	1	Single Males/Females, Couples	No	24/7

**D. OTHER RESOURCES**

All 2018 non-HSI projects involving delivery of hygiene services that are included in the overall City strategy to provide such services to homeless people.

Hygiene Service Provider	Address	Hours of Operation	Hygiene Services Avail. as of 1/24/18	Population Focus

<b>Seattle Public Libraries</b>				
Library - Central	1000 4th Ave, Seattle, WA 98104	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 12pm-6pm	Yes	All
Library - Ballard	5614 22nd Ave NW, Seattle, WA 98107	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - Beacon Hill	2821 Beacon Ave S, Seattle, WA 98144	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - Broadview	12755 Greenwood Ave N, Seattle, WA 98133	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - Capitol Hill	425 Harvard Ave E, Seattle, WA 98102	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - Columbia	4721 Rainier Ave S, Seattle, WA 98118	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - Delridge	5423 Delridge Way SW, Seattle, WA 98106	M/T 1pm-8pm, W/Th 11am-6pm, Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Douglass-Truth	2300 E Yesler Way, Seattle, WA 98122	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - Fremont	731 N 35th St, Seattle, WA 98103	M/T 1pm-8pm, W/Th 11am-6pm, Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Green Lake	7364 East Green Lake Dr N, Seattle, WA 98115	M/T 1pm-8pm, W/Th 11am-6pm, Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Greenwood	8016 Greenwood Ave N, Seattle, WA 98103	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - High Point	3411 SW Raymond St, Seattle, WA 98126	M/T 1pm-8pm, W-Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - International District/Chinatown	713 8th Ave S, Seattle, WA 98104	M/T 1pm-8pm, W-Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Lake City	12501 28th Ave NE, Seattle, WA 98125	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - Madrona-Sally Goldmark	1134 33rd Ave, Seattle, WA 98122	M/T 1pm-8pm, W/Th 11am-6pm, Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Magnolia	2801 34th Ave W, Seattle, WA 98199	M/T 1pm-8pm, W/Th 11am-6pm, Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Montlake	2401 24th Ave E, Seattle, WA 98112	M/T 1pm-8pm, W/Th 11am-6pm, Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - NewHolly	7058 32nd Ave S # 104, Seattle, WA 98118	M/T 1pm-8pm, W/Th 11am-6pm, Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Northeast	6801 35th Ave NE, Seattle, WA 98115	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - Northgate	10548 5th Ave NE, Seattle, WA 98125	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - Queen Anne	400 W Garfield St, Seattle, WA 98119	M/T 1pm-8pm, W/Th 11am-6pm, Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Rainier	9125 Rainier Ave S, Seattle, WA 98118	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - South Park	8604 8th Ave S, Seattle, WA 98108	M/T 1pm-8pm, W-Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Southwest	9010 35th Ave SW, Seattle, WA 98126	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Library - University	5009 Roosevelt Way NE, Seattle, WA 98105	M/T 1pm-8pm, W-Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - Wallingford	1501 N 45th St, Seattle, WA 98103	M/T 1pm-8pm, W/Th 11am-6pm, Sat 11am-6pm, Sun 1pm-5pm	Yes	All
Library - West Seattle	2306 42nd Ave SW, Seattle, WA 98116	M-Th 10am-8pm, Fri/Sa 10am-6pm, Su 1pm-5pm	Yes	All
Morrison Day Center	517 3rd Ave, Seattle, WA 98104		Yes	All
Delridge Community Center	4501 Delridge Way SW, Seattle, WA 98106	M/W 9am-8pm, T/Th 12pm-8pm, F 11am-6pm	Yes	All
Green Lake Community Center	7201 E Green Lake Dr N, Seattle, WA 98115	M-F 10am-9pm, Sa 9am-5pm	Yes	All
Miller Community Center	330 19th Ave E, Seattle, WA 98112	MWF 12pm-8pm, T/TH 9am-5pm	Yes	All

Rainier Community Center	4600 38th Ave S, Seattle, WA 98118	MW 9am-9pm, T/Th 10am-9pm, F 9am-6pm, Sa 9am-5pm	Yes	All
Medgar Evars Pool	500 23rd Ave, Seattle, WA 98122	M-F, 2-7pm; Sa Su, noon-2pm.	Yes	Seattle Publis School Youth & Their Families
Queen Anne Pool	1920 1st Ave W, Seattle, WA 98119	M-F, 2-5pm; Sa Su, noon-2pm	Yes	Seattle Publis School Youth & Their Families
Madison Pool	13401 Meridian Ave N, Seattle, WA 98133	M-F, 2-7pm; Su, noon-2pm.	Yes	Seattle Publis School Youth & Their Families
Meadowbrook Pool	10515 35th Ave NE, Seattle, WA 98125	M-F, 2-5pm; Sa, noon-2pm	Yes	Seattle Publis School Youth & Their Families
Ballard Pool	1471 NW 67th St, Seattle, WA 98117	M-F, 2-5pm; Su, noon-2pm	Yes	Seattle Publis School Youth & Their Families
Southwest Pool	2801 SW Thistle St, Seattle, WA 98126	M-Th, 7:30-8:30pm; Sa, 1-2pm; Su, 4-5pm.	Yes	Seattle Publis School Youth & Their Families
Rainier Beach Pool	8825 Rainier Ave S, Seattle, WA 98118	M-F, 2-5pm; Sa Su, noon-2pm.	Yes	Seattle Publis School Youth & Their Families

Seattle Parks				
Alki Beach Park	1702 Alki Ave. SW, Seattle, WA 98116	4am-11:30pm	Yes	All
Alki Playground	5817 SW Lander St., Seattle, WA 98116	4am-11:30pm	Yes	All
Atlantic City Boat Ramp	8702 Seward Park Ave. S, Seattle, WA 98118	4am-11:30pm	Yes	All
Bayview Playground	2614 24th Ave. W, Seattle, WA 98199	4am-11:30pm	Yes	All
Beacon Hill Playfield	1902 13th Ave. S, Seattle, WA 98144	4am-11:30pm	Yes	All
Beer Sheva Park	8650 55th Ave. S, Seattle, WA 98118	4am-11:30pm	Yes	All
Bitter Lake Playfield	13035 Linden Ave. N, Seattle, WA 98133	4am-11:30pm	Yes	All
Bradner Gardens Park	1730 Bradner Pl. S, Seattle, WA 98144	4am-11:30pm	Yes	All
Brighton Playfield	6000 39th Ave. S, Seattle, WA 98118	4am-11:30pm	Yes	All
Burke-Gilman Playground Park	5201 Sand Point Wy. NE, Seattle, WA 98105	4am-11:30pm	Yes	All
Cal Anderson Park	1635 11th Ave., Seattle, WA 98122	4am-11:30pm	Yes	All
Camp Long	5200 35th Ave. SW, Seattle, WA 98126	4am-11:30pm	Yes	All
Carkreek Park	950 NW Carkeek Park Rd., Seattle, WA 98177	4am-11:30pm	Yes	All
Cascade Playground	333 Pontius Ave. N, Seattle, WA 98109	4am-11:30pm	Yes	All
Colman Playground	1800 Lake Washington Blvd. S, Seattle, WA 98144	4am-11:30pm	Yes	All
Cowen Park	5849 15th Ave. NE, Seattle, WA 98105	4am-11:30pm	Yes	All
Dahl (Waldo J.) Playfield	7700 25th Ave. NE, Seattle, WA 98115	4am-11:30pm	Yes	All
David Rodgers Park	2800 1st Ave. W, Seattle, WA 98119	4am-11:30pm	Yes	All
Delridge Playfield	4458 Delridge Way SW, Seattle, WA 98106	4am-11:30pm	Yes	All
Discovery Park	3801 Discovery Park Blvd., Seattle, WA 98199	4am-11:30pm	Yes	All
Don Armeni Boat Ramp	1222 Harbor Ave. SW, Seattle, WA 98116	4am-11:30pm	Yes	All
Dr. Blanche Lavizzo Park	2100 S Jackson St., Seattle, WA 98144	4am-11:30pm	Yes	All
Dr. Jose Rizal Park	1007 12th Ave. S, Seattle, WA 98144	4am-11:30pm	Yes	All
E.C. Hughes Playground	2805 SW Holden St., Seattle, WA 98126	4am-11:30pm	Yes	All
East Queen Anne Playground	1912 Warren Ave. N, Seattle, WA 98109	4am-11:30pm	Yes	All
Fairmount Playground	5400 Fauntleroy Way SW, Seattle, WA 98136	4am-11:30pm	Yes	All

Garfield Playfield	537 25th Ave., Seattle, WA 98122	4am-11:30pm	Yes	All
Gas Works Park	2101 N Northlake Way, Seattle, WA 98103	4am-11:30pm	Yes	All
Genesee Park and Playfield	4316 S Genesee St., Seattle, WA 98118	4am-11:30pm	Yes	All
Georgetown Playfield	750 S Homer St., Seattle, WA 98108	4am-11:30pm	Yes	All
Gilman Playground	923 NW 54th St., Seattle, WA 98107	4am-11:30pm	Yes	All
Golden Gardens Park	8498 Seaview Pl. NW, Seattle, WA 98117	4am-11:30pm	Yes	All
Green Lake Park	7201 E Green Lake Dr. N, Seattle, WA 98115	4am-11:30pm	Yes	All
Greenwood Park	8905 Fremont Ave. N, Seattle, WA 98103	4am-11:30pm	Yes	All
Hiawatha Playfield	2700 California Ave. SW, Seattle, WA 98116	4am-11:30pm	Yes	All
Highland Park Playground	1100 SW Cloverdale St., Seattle, WA 98106	4am-11:30pm	Yes	All
Hutchinson Playground	59th Ave. S & S Norfolk St., Seattle, WA 98118	4am-11:30pm	Yes	All
Interbay Athletic Complex	3027 17th Ave. W, Seattle, WA 98119	4am-11:30pm	Yes	All
Jefferson Park	3801 Beacon Ave. S, Seattle, WA 98108	4am-11:30pm	Yes	All
John C. Little Sr. Park	6961 37th Ave. S, Seattle, WA 98118	4am-11:30pm	Yes	All
Judkins Park and Playfield	2150 S Norman St., Seattle, WA 98144	4am-11:30pm	Yes	All
Kinnear Park	899 W Olympic Pl., Seattle, WA 98119	4am-11:30pm	Yes	All
Lakeridge Playfield	10145 Rainier Ave. S, Seattle, WA 98178	4am-11:30pm	Yes	All
Lakewood Playground	5013 S Angeline St. Seattle, WA 98118	4am-11:30pm	Yes	All
Leschi Park	201 Lakeside Ave. S, Seattle, WA 98122	4am-11:30pm	Yes	All
Licton Springs Park	9536 Ashworth Ave. N, Seattle, WA 98103	4am-11:30pm	Yes	All
Lincoln Park	8011 Fauntleroy Way SW, Seattle, WA 98136	4am-11:30pm	Yes	All
Little Brook Park	14043 32nd Ave. NE, Seattle, WA 98125	4am-11:30pm	Yes	All
Madison Park	4201 E Madison St., Seattle, WA 98112	4am-11:30pm	Yes	All
Madrona Park	853 Lake Washington Blvd., Seattle, WA 98122	4am-11:30pm	Yes	All
Madrona Playground	3211 E Spring St., Seattle, WA 98122	4am-11:30pm	Yes	All
Magnolia Park	1461 Magnolia Blvd. W, Seattle, WA 98199	4am-11:30pm	Yes	All
Magnolia Playfield	2518 34th Ave. W, Seattle, WA 98199	4am-11:30pm	Yes	All
Magnuson Park	7400 Sand Point Way NE, Seattle, WA 98115	4am-11:30pm	Yes	All
Maple Leaf Reservoir Park	1020 NE 82nd St., Seattle, WA 98115	4am-11:30pm	Yes	All
Maple Wood Playfield	4801 Corson Ave. S, Seattle, WA 98108	4am-11:30pm	Yes	All
Matthews Beach Park	5100 NE 93rd St., Seattle, WA 98115	4am-11:30pm	Yes	All
Meadowbrook Playfield	10533 35th Ave. NE, Seattle, WA 98125	4am-11:30pm	Yes	All
Meridian Playground	4649 Sunnyside Ave. N, Seattle, WA 98103	4am-11:30pm	Yes	All
Montlake Playfield	1618 E Calhoun St., Seattle, WA 98112	4am-11:30pm	Yes	All
Mount Baker Park	2521 Lake Park Dr. S, Seattle, WA 98144	4am-11:30pm	Yes	All
Northacres Park	12718 1st Ave. NE, Seattle, WA 98125	4am-11:30pm	Yes	All
Othello Playground	4351 S Othello St., Seattle, WA 98118	4am-11:30pm	Yes	All
Peppi's Playground	3233 E Spruce St., Seattle, WA 98122	4am-11:30pm	Yes	All
Powell Barnett Park	352 Martin Luther King Jr. Way, Seattle, WA 98112	4am-11:30pm	Yes	All

Pratt Park	1800 S Main St., Seattle, WA 98144	4am-11:30pm	Yes	All
Rainier Beach Playfield	8802 Rainier Ave. S, Seattle, WA 98118	4am-11:30pm	Yes	All
Rainier Playfield	3700 S Alaska St., Seattle, WA 98118	4am-11:30pm	Yes	All
Ravenna Park	5520 Ravenna Ave. NE, Seattle, WA 98105	4am-11:30pm	Yes	All
Riverview Playfield	7226 12th Ave. SW, Seattle, WA 98106	4am-11:30pm	Yes	All
Roxhill Park	2850 SW Roxbury St., Seattle, WA 98126	4am-11:30pm	Yes	All
Salmon Bay Park	2001 NW Canoe Pl., Seattle, WA 98117	4am-11:30pm	Yes	All
Sam Smith Park	1400 Martin Luther King Jr. Way S., Seattle, WA 98144	4am-11:30pm	Yes	All
Sandel Playground	9053 1st Ave., NW, Seattle, WA 98117	4am-11:30pm	Yes	All
Seacrest Park	1660 Harbor Ave. SW, Seattle, WA 98126	4am-11:30pm	Yes	All
Seward Park	5900 Lake Washington Blvd. S, Seattle, WA 98118	4am-11:30pm	Yes	All
Soundview Playfield	1590 NW 90th St., Seattle, WA 98117	4am-11:30pm	Yes	All
University Playground	4745 9th Ave. NE, Seattle, WA 98105	4am-11:30pm	Yes	All
Van Asselt Playground	7050 Beacon Ave. S, Seattle, WA 98108	4am-11:30pm	Yes	All
View Ridge Playfield	4408 NE 70th St., Seattle, WA 98115	4am-11:30pm	Yes	All
Volunteer Park	1247 15th Ave. E, Seattle, WA 98112	4am-11:30pm	Yes	All
Wallingford Playfield	4219 Wallingford Ave. N, Seattle, WA 98103	4am-11:30pm	Yes	All
Walt Hundley Playfield	6920 34th Ave. SW, Seattle, WA 98126	4am-11:30pm	Yes	All
Washington Park Playfield	1017 Lake Washington Blvd E, Seattle, WA 98112	4am-11:30pm	Yes	All
Westcrest Park	9000 8th Ave. SW, Seattle, WA 98106	4am-11:30pm	Yes	All
Woodland Park	1000 N 50th St., Seattle, WA 98103	4am-11:30pm	Yes	All
<b>Other Providers</b>				
Union Gospel Mission	318 2nd Ave Extension S, Seattle, WA 98104			Single Males



## ● Overview

Seattle Public Utilities addresses litter, sharps and illegal dumping citywide with several programs. These services include the longstanding illegal dumping program and pilot programs for litter abatement and sharps collection as described below. SPU partners with City departments and community organizations to tackle litter hot spots, provide safe needle disposal and respond quickly to complaints.

## ● Illegal Dumping Program

For more than 30 years, [SPU's Illegal Dumping program](#) has responded to reports of junk, garbage or debris left on public property, including roadsides, open streets and paved alleys. Most commonly reported items include TVs and computers; furniture; paints, solvents and other potentially hazardous liquids; tires; garbage; yard waste; and construction debris. SPU responds to reports that come in through the Illegal Dumping hotline and the Find it, Fix it mobile app. Population growth and increased general awareness of litter and illegal dumping has significantly increased the volume of illegal dumping complaints in Seattle in recent years.

There were 5,956 reports in 2014, 11,053 in 2015, 13,455 in 2016, and 17,462 in 2017—a 193 percent increase from 2014. The increase in illegal dumping complaints led to a backlog of more than 2,500 open work orders in 2014 and 21-day average removing illegal dumping material in the public right of way.

Following improvements implemented in 2016, SPU now responds on average within four days and responds to all complaints within 10 days. SPU increased resources to the Illegal Dumping and Litter program to decrease response times by using handled real time technology which results in a faster intake process, triage protocol for reports, use of contractors for pickup, and updates to customers informing about the progress of their complaint from start to finish.

## ● Litter Abatement Pilot

This pilot partners with communities to target litter hot spots throughout Seattle and works closely with community organizations to coordinate litter collection. SPU has collected litter from communities including Little Saigon, South Park, Rainier Beach, SoDo, Ballard Docks, Licton Springs, Othello and Hillman City.

SPU's Litter Abatement Pilot has collected **369,020** pounds of litter since July 2017.



## Annual Illegal Dumping Volume



In 2017, the City's Illegal Dumping Program received **17,462** complaints and removed and disposed of **1,462,780** pounds or **731.39** tons of illegally dumped material.



## ● Sharps Pilot Program

SPU's [Sharps Collection Pilot](#) provides rapid response for reports of needles on public property. SPU responds within 24 hours to these reports. In addition, SPU provides safe needle disposal locations around the City and in park restrooms.

Since February 2017, the program has resulted in disposal and collection of more than **95,500** syringes.

